Organization Management
Instructions and Form For Providers

Form D Instructions

1. How EIM/ESM is secured

EIM/ESM is a web-based service, which means it can be accessed from anywhere. This means that special steps have to be taken to ensure that the data stored within it is secure and accessible only to those who are authorized to have such access. Unlike paper copies of invoices, contracts, client rosters etc. that can be locked in a filing cabinet, the online copies have to be secured electronically – this is done via a combination of *Organization Management, Security Roles*, and *Data Access* rules. This document explains how Organization Management works and what your organization needs to do to complete the Organization Management Template. *Please read it carefully and in its entirety*.

Organization Management in the EIM/ESM service refers to how an entity is structured and it also refers to the relationship of specific users to different parts of the organization. For providers, it usually represents the relationship between the parent entity (e.g., the corporate office) and the various service delivery sites or facilities under it (e.g., a group home or a rehab clinic). Organizations not affiliated with EIM/ESM users (IT, Administration etc.) will not have to be part of this Organization Management Template.

Organizations in EIM/ESM can be divided into sub-organizations, with staff members employed at the appropriate levels. A sub-organization is a site that has a direct relationship to a parent organization – i.e., it is *owned and operated* by the parent organization. For example, a provider organization can have multiple facilities or sites where services are delivered.

Security Roles control what the user can and cannot *do* in EIM/ESM. The system has a predefined set of roles that provide access to specific business functions of the system. A user is associated only with the roles relevant to his or her job function. For example, the "Invoice Reviewer" security role enables the individual to review invoices in the system, but they cannot create or edit them. The user must be assigned the "Invoice Manager" role to be able to create and edit invoices.

Data Access rules control what the user can and cannot *see* in EIM/ESM. The data access rules that are predefined in the EIM system consider the user's organizational relationship to control what data records a user has access to see. For example, the EIM data access rules will ensure that an "Invoice Reviewer" can review invoices for his/her organization or sub-organization, but cannot view invoices for other provider organizations.

2. What your organization will need to do

One of the most important tasks required of providers before going live on the EIM/ESM service will be for each provider organization to define its organizational structure and to assign security roles to all personnel who will use the system within that organization. Completion of Organization Structures and assignment of Security Roles will occur in two steps:

- **Step One:** (Covered in this packet). Providers will complete the attached Organization Management Template. This template identifies the main (parent) provider organization and whether that organization has multiple sites under it (sub-organizations). The hierarchical relationship between these sites is relevant to how roles are eventually assigned within the EIM/ESM service.

- **Step Two:** (After Submission of this packet to Virtual Gateway Operations). Providers will identify specific individuals who will be using the EIM/ESM service at *each* of the organizations and sub-organizations identified in the first step and assign them security roles that correspond to their job function. The Virtual Gateway will use this information to create an appropriate login (username and password) for the personnel who will be using the EIM/ESM service.

The combination of organization management structures, security roles, and data access rules secure the EIM/ESM service so users perform only the system functions that they are authorized to perform, and see only the specific data records that they are authorized to see. To that end, it is necessary that the organization structure and security roles are thoughtfully coordinated to permit appropriate access to system functionality and data.

3. Completing step one

a. Complete the Organization Management Template

The EIM/ESM Implementation Team will hold conference calls to assist providers in completing the Organization Management Template. A preliminary schedule of calls has been provided in the Welcome Package. If you need information on the schedule for these calls, refer to the checklist that is a part of this package or please call the Virtual Gateway Help Desk Team at 1-800-421-0938 or.

The first step to compiling accurate and complete information is to identify people who can validate the organization management structure for your organization and its affiliates. These people will then need to:

- Document the structure of your organization, identifying your "parent" organization and then all of its sub-organizations (as many tiers as needed). As mentioned earlier, a sub-organization is a site that has a direct relationship to a parent organization – i.e., it is *owned and operated* by the parent organization. This information will be captured in the Provider Organization Management Form (part of this packet). You may also access the form by navigating to http://mass.gov/eohhs and selecting the provider button.

- Document the organization structure of your affiliates. Affiliates will include organizations that may deliver services, enroll clients, or perform billing on your behalf, but are *NOT owned and operated* by your parent organization. Note that information on affiliates is *only necessary if you meet either of the following criteria:*
  a. you wish to have staff at your affiliate organizations access EIM/ESM directly
  b. [for DMH/DMR], DMR-IS / MHIS directly enrolls clients in those organizations

b. Return the Completed Form to the Virtual Gateway Operations Team

- Save the completed form by adding your parent organization's **short name** and the **date** (MMDDYY) to the end of the filename (e.g., *EIM Org Mgt Structure Example and Form – JRI 071406.xls*)
- Return the form to Virtual Gateway Operations via email at virtualgatewaydeployment@state.ma.us
- If you have any questions regarding how to complete the form, please participate in one of the conference calls scheduled to walk providers through this process or contact the Virtual Gateway helpdesk at 1-800-421-0938.
- Once you have submitted the form, the Virtual Gateway will process your form and contact you with a list of organization identifiers corresponding to each organization indicated in your structure. You will use these identifiers to complete your security role assignments.

4. Field-by-field instructions

The rest of this document explains in detail the information needed to complete the Organization Management Form.

The information that you provide will establish the framework for developing data access rights in EIM/ESM so it is critical that the information provided is accurate and complete. Your organization can have as many levels or tiers of sub-organizations as needed to represent your organization structure.

a. Tips

Prior to completing the form, we recommended that you develop or verify your Organization Chart that represents your organization's structure. As a reminder, it does not need to include departments that are not directly involved in the billing and servicing of clients (e.g., IT, Administration etc). A sample chart is included below (This is represented in Example 3 on the form):
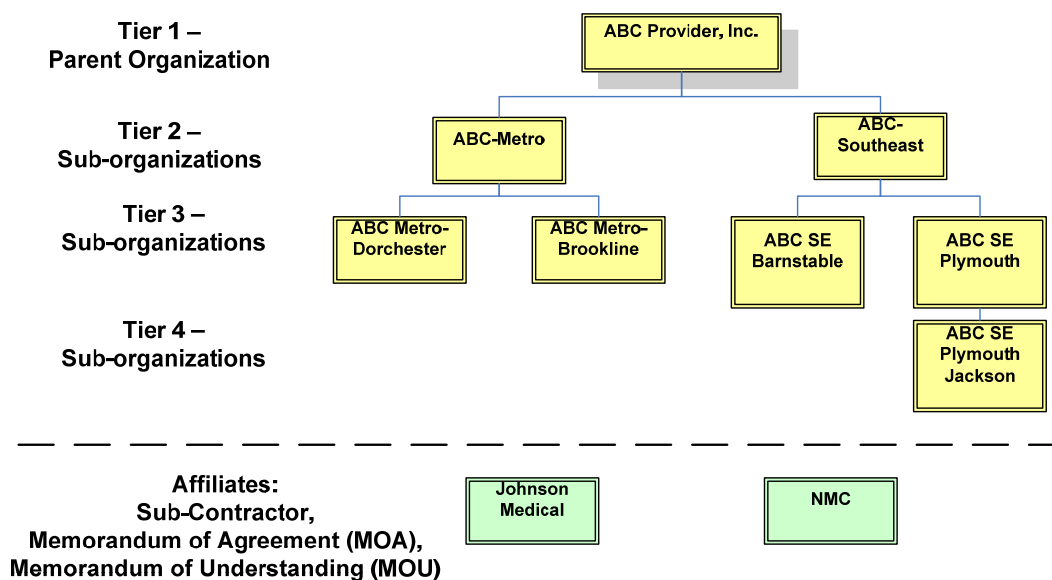
b. Completing the Form

The first line of the sheet is for your Parent organization's information. The rest are for the sub organizations and affiliates (if applicable).

Legal Name* – In the case of the overall parent organization, this is the official name of your organization (e.g., ABC Provider, Inc). In the case of sub organizations, please precede this with the short name of the immediate parent org (e.g., ABC Metro if it is the Metro office, ABC Metro Dorchester, if it is the Dorchester office)

Short Name* – The abbreviated, or "doing business as" name for your organization (e.g., ABC if it is ABC Provider Inc, ABC Metro if it is ABC Metro Regional Office).

Parent Organization or Affiliate – Complete this field for sub organizations and affiliates as follows:

- **Sub-organizations:** If you indicate an organization is a sub-organization, please include the *immediate* parent organization's short name in this column. An immediate parent is the organization that is one level above the sub-organization being described (e.g., ABC Metro is the immediate parent of ABC Metro Dorchester).
- **Affiliates:** If you indicate an organization is an affiliate with whom you subcontract, please mark the column with 'Affiliate'. Once again, information on affiliates is only necessary if you wish to have staff at your affiliate organizations access EIM/ESM directly.

Affiliate Type – If you indicated that an organization is an "Affiliate", select what your contract relationship is with that provider: Sub-contractor, Memorandum of Agreement (MOA), or Memorandum of Understanding (MOU)

Estimated number of EIM/ESM users – include all staff users who will be using EIM/ESM (this will vary by organization, but typically includes contract, billing, invoicing, and payment staff). If your contract is with DPH, include all ESM-specific staff (typically client intake and enrollment staff). This allows us to estimate the training needs for your organization

VCC # – Provide your vendor code (VCC#) or tax ID (TIN#). You only need to complete the VCC or TIN # on the parent line of the template

Provider Site ID – This is the specific ID assigned to *each* of your sites (a group home, for instance) by an agency's client enrollment system. For example, DMH uses the 9-letter MHIS Mnemonic. If a site is affiliated with more than one site ID (because of different programs at that site, or different funding sources for a single program, for instance), please copy the site details onto a new line(s) and include the additional site ID(s). If you do not know your site ID, leave this field blank and we will attempt to obtain this information from the agency client enrollment system.

Address Type – Organization Management can accommodate up to four addresses for a given site. Your four choices of Address Type are: Business, Billing, Mailing, and Alternate. At a minimum, one address is required (Business or Mailing). To add an additional address, please copy the site details onto a new line and include the additional address, along with the address type.

Primary – If multiple addresses are listed, please mark 'yes' in this column next to your primary address (usually the Business or Mailing address).

Address Line 1* – Street address or P.O. Box

Address Line 2* – Additional information such as suite # or floor #

City – self-explanatory

State – self-explanatory

Zip Code – five digit code

*Note:
- Legal Name and Short Name have a 35 Character Limit
- Address Line 1& 2 have a *combined* 30 Character Limit
- Punctuation and symbols (e.g. # . ,) are not permitted throughout the form